



Monthly Ridership and
Service Level Report
November, 2022

**“Safety, Courtesy, Reliability,
and the Environment”**

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GLOSSARY

- Demand-Response Service (DR): DR service operates in response to calls from passengers or their agents to the transit operator, who then dispatches a vehicle to pick up the passengers and transport them to their destinations. This service does not operate on a fixed route or schedule and satisfies a special need.
- Driver Hours (DH): DH are the hours a driver is on duty, including hours on stand-by, driving to and from the garage, and when there are no passengers on board. These are the hours paid to the drivers; a combination of revenue and non-revenue hours.
- Emergency Service: This is for changes in planned service level operated due to long term (more than 7 days) situations that have an impact on the amount of service provided due to the circumstances of the declared emergency.
- Extra Service: Additional vehicles and routes to cover an Event such as Football. Compared to prior years this differs in that these are scheduled with set patterns and times of service and are effectively an addition to Fixed Route Service.
- Fiscal Year (FY): The operational year starting from July 1st to June 30th and is year abbreviated with the second Calendar Year. (IE FY 19 is July 1, 2018 to June 30, 2019)
- Fixed Route Service (FR): FR operate along a specific route according to a fixed or preset schedule. Each trip serves the same stops, continuously, until service ends. Also known as Motor Bus Service (MB)
- Full Service: This is our peak service typically operated during the fall and spring semesters. During Full Service, all routes are in operation with multiple buses operating on each route for peak frequency typically every 10-15 minutes. Tandems are also utilized in the first couple of weeks of Fall and Spring Service to increase capacity on high demand routes.
- Intermediate Service: This service operates the week before Virginia Tech classes resume for the fall semester and other select days throughout the year. It strongly resembles the Full Service with lower frequency on most routes.
- No Service: This service occurs on five different days: New Year's Day, Memorial Day, July 4th, Thanksgiving, and Christmas. No routes run on these days.
- Previous Year: These sections refer to data for the same month in the previous year.
- Reduced Service: This service is operated outside of fall and spring semesters during winter, spring, summer and fall breaks. Each route provides 30 minute or hourly service depending on the length of the route. Some routes do not operate; others follow an altered route.
- Revenue Hours (RH): RH are the hours of service where a bus is providing passenger service.
- Revenue Mile (RM): RM are the miles a bus travels on a route while providing passenger service.
- Ridership: Ridership is the number of people using a public transportation service in a given time period.
- Tandems: Additional vehicles that follow the scheduled route vehicles on high demand routes during the first few weeks of Full Service in the Fall and Spring. These catch the overloads and late arrivals of passengers new to the service at this time.
- Year-to-Date (YTD): YTD numbers are the sum of values for a period beginning July 1st of the current Fiscal Year until the end of a specified month.

Route Abbreviations

Abbreviation	Route Full Name
ADA	ADA Lot (Football Extra)
BLU	Explorer Blue
CAS	Campus Shuttle
CRB	Carpenter Boulevard
CRC	Corporate Research Center
GLD	Explorer Gold
HDG	Harding Avenue
HWA	Hethwood A
HWB	Hethwood B
HWD	Hethwood
HXP	Hokie Express
MSA	South Main Airport Rd
MSG	Main Street Givens

Abbreviation	Route Full Name
MSN	Main Street North
MSS	Main Street South
PHB	Patrick Henry B
PHD	Patrick Henry
PRB	Progress B
PRO	Progress Street
TOM	Toms Creek
TTT	Two Town Trolley
UCB	University City Boulevard
UMS	University Mall Shuttle
ACC	Access (DR)
GAR	GoAnywhere Route (DR)

Recent Changes

- Athletics and Specials Shuttles are no longer serviced as shuttles. Football service moved to Fixed Route Extra Service with scheduled runs.
- Addition of Main Street Givens route
- Currently Suspended by start of Fall Full Service: Campus Shuttle, Progress B, and University Mall Shuttle. Note these may be reinstated during the service year.

Summary
All Routes
Month: November, 2022

	Current Month	Previous Year	Change by Month	Current YTD Total	Previous YTD Total	YTD Change
Total Passengers	353,753	332,165	6%	1,619,013	1,542,518	5%
Total Revenue Hours	7,871.97	9,170.17	-14%	39,124.51	46,131.02	-15%
Total Revenue Miles	82,605.00	96,176.40	-14%	410,664.00	485,307.80	-15%
Total Driver Hours	8,780.50	10,154.50	-14%	43,638.83	51,615.33	-15%
Passengers/RH	44.94	36.22	24%	41.38	33.44	24%
Passengers/RM	4.28	3.45	24%	3.94	3.18	24%
Passengers/DH	40.29	32.71	23%	37.10	29.88	24%
Full Service Weekdays	17	17	0	66	65	1
Full Service Weekends	5	5	0	27	27	0
Reduced Service Weekdays	4	4	0	34	36	(2)
Reduced Service Weekends	3	3	0	17	16	1
Intermediate Service	0	0	0	7	7	0
No Service Days	1	1	0	2	2	0

*Note: These numbers include Blacksburg and Christiansburg: Motor Bus, Demand Response and Extra Services.

Total Ridership per Route

Blacksburg

Month: November, 2022

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YTD Ridership	Previous YTD Total	YTD Change
ADA	511	0.15%	0	0%	2,793	0.17%	0	0%
CAS	0	0.00%	1,233	-100%	0	0.00%	8,350	-100%
CRB	3,226	0.92%	4,639	-30%	21,326	1.33%	22,653	-6%
CRC	9,441	2.69%	9,673	-2%	42,559	2.65%	46,743	-9%
HDG	13,906	3.96%	16,884	-18%	65,980	4.11%	74,851	-12%
HWA	31,452	8.96%	31,320	0%	143,141	8.91%	140,019	2%
HWB	26,130	7.45%	27,099	-4%	116,595	7.26%	121,809	-4%
HWD	11,547	3.29%	3,700	212%	54,344	3.38%	22,617	140%
HXP	13,606	3.88%	16,338	-17%	58,951	3.67%	73,173	-19%
MSA	8,445	2.41%	4,880	73%	37,199	2.32%	24,824	50%
MSG	9,200	2.62%	0	0%	38,415	2.39%	0	0%
MSN	16,941	4.83%	23,557	-28%	84,753	5.28%	111,908	-24%
MSS	18,885	5.38%	21,842	-14%	94,083	5.86%	102,961	-9%
PHB	7,590	2.16%	9,047	-16%	46,634	2.90%	37,610	24%
PHD	32,905	9.38%	26,342	25%	141,723	8.82%	121,384	17%
PRB	0	0.00%	5,588	-100%	1,329	0.08%	29,332	-95%
PRO	33,672	9.59%	25,655	31%	143,048	8.90%	116,365	23%
TOM	66,815	19.04%	52,154	28%	300,498	18.71%	236,193	27%
TTT	7,910	2.25%	6,672	19%	43,636	2.72%	35,866	22%
UCB	37,471	10.68%	26,916	39%	163,084	10.15%	115,116	42%
UMS	0	0.00%	11,524	-100%	0	0.00%	57,501	-100%
ACC	1,282	0.37%	1,080	19%	6,337	0.39%	5,234	21%
Totals	350,935	100.00%	326,143	8%	1,606,428	100.00%	1,504,509	7%

Blacksburg MB Total	349,653	99.63%	325,063	7.56%	1,600,091	99.61%	1,499,275	6.72%
Blacksburg DR Total	1,282	0.37%	1,080	18.70%	6,337	0.39%	5,234	21.07%
Totals	350,935	100%	326,143	8%	1,606,428	100%	1,504,509	7%

Total Ridership per Route

Christiansburg: Motor Bus and Demand Response

Month: November, 2022

Route	Current Month	% of Ridership	Previous Year	Change by Month	Current YTD Total	% of YtD Ridership	Previous YTD	YTD Change
BLU	743	26.37%	520	43%	2,816	23.60%	2,129	32%
GLD	1,034	36.69%	541	91%	3,670	30.76%	2,032	81%
GAR	1,041	36.94%	1,018	2%	5,447	45.65%	6,279	-13%
Totals	2,818	100%	2,079	36%	11,933	100%	10,440	14%
Christiansburg MB Total	1,777	63.06%	1,061	67.48%	6,486	54.35%	4,161	55.88%
Christiansburg DR Total	1,041	36.94%	1,018	2.26%	5,447	45.65%	6,279	-13.25%
Totals	2,818	100%	2,079	36%	11,933	100%	10,440	14%

Passengers per Revenue Hour per Route

All Fixed Routes

Month: November, 2022

Route	Current Month	Previous Year	Change by Month
ADA	42.58	0.00	N/A
BLU	3.06	2.14	43%
CAS	0.00	7.69	-100%
CRB	27.25	26.50	3%
CRC	18.08	16.52	9%
GLD	4.22	2.32	82%
HDG	29.47	31.41	-6%
HWA	82.25	65.59	25%
HWB	68.16	54.87	24%
HWD	56.61	33.09	71%
HXP	34.33	32.54	5%
MSA	34.81	21.77	60%
MSG	51.50	0.00	N/A
MSN	49.32	47.16	5%
MSS	42.10	33.52	26%
PHB	58.61	45.29	29%
PHD	66.73	53.44	25%
PRB	0.00	22.70	-100%
PRO	70.26	59.84	17%
TOM	106.59	79.57	34%
TTT	22.04	18.68	18%
UCB	73.80	54.71	35%
UMS	0.00	60.48	-100%

Passengers per Revenue Hour per Day of Week

All Fixed Routes

Month: November, 2022

Week Day	Current Month			Previous Year			Change Pass/RH
	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	
Sunday	8,168	208.95	39.09	6,961	232.45	29.95	31%
Monday	63,070	1,162.50	54.25	76,297	1,783.18	42.79	27%
Tuesday	82,292	1,502.87	54.76	75,978	1,782.33	42.63	28%
Wednesday	81,871	1,489.26	54.97	59,207	1,405.09	42.14	30%
Thursday	57,211	992.42	57.65	56,134	1,198.48	46.84	23%
Friday	43,361	1,111.68	39.00	41,698	1,315.17	31.71	23%
Saturday	15,457	319.54	48.37	13,792	333.07	41.41	17%
Total	351,430	6,787.22	51.78	330,067	8,049.77	41.00	26%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Mile per Day of Week

All Fixed Routes

Month: November, 2022

Week Day	Current Month			Previous Year			Change Pass/RM
	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	
Sunday	8,168	2,317	3.53	6,961	2,598	2.68	32%
Monday	63,070	12,003	5.25	76,297	18,747	4.07	29%
Tuesday	82,292	15,507	5.31	75,978	18,748	4.05	31%
Wednesday	81,871	15,325	5.34	59,207	14,784	4.00	33%
Thursday	57,211	10,139	5.64	56,134	12,525	4.48	26%
Friday	43,361	11,574	3.75	41,698	13,982	2.98	26%
Saturday	15,457	3,553	4.35	13,792	3,483	3.96	10%
Total	351,430	70,418	4.99	330,067	84,867	3.89	28%

* Note: these numbers DO NOT include Demand Response Service

Passengers per Revenue Hour per Day of Week
Demand Response Service
Month: November, 2022

<u>Access Current Month</u>				<u>Access Previous Year</u>			
Day of Week	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Sunday	50	28.45	1.76	43	28.42	1.51	16%
Monday	211	112.35	1.88	192	141.29	1.36	38%
Tuesday	276	147.80	1.87	259	179.25	1.44	29%
Wednesday	287	145.58	1.97	190	136.60	1.39	42%
Thursday	207	109.52	1.89	142	100.48	1.41	34%
Friday	190	108.78	1.75	182	115.38	1.58	11%
Saturday	61	39.13	1.56	72	46.88	1.54	2%
Total	1,282	691.62	1.85	1,080	748.30	1.44	28%

<u>GoAnywhere Current Month</u>				<u>GoAnywhere Previous Year</u>			
Day of Week	Passengers	Revenue Hours	Pass/RH	Passengers	Revenue Hours	Pass/RH	Change Pass/RH
Sunday	0	0.00	0.00	0	0.00	0.00	0%
Monday	185	63.63	2.91	228	86.96	2.62	11%
Tuesday	229	89.70	2.55	224	80.88	2.77	-8%
Wednesday	248	87.68	2.83	183	63.77	2.87	-1%
Thursday	139	53.88	2.58	150	49.47	3.03	-15%
Friday	183	72.13	2.54	180	63.00	2.86	-11%
Saturday	57	26.10	2.18	53	28.02	1.89	15%
Total	1,041	393.13	2.65	1,018	372.10	2.74	-3%

*Please note: these numbers DO NOT include Fixed Route Service.

Passengers per Revenue Mile per Day of Week
Demand Response Service
Month: November, 2022

<u>Access Current Month</u>				<u>Access Previous Year</u>			
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Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	50	258	0.19	43	214	0.20	-4%
Monday	211	1,068	0.20	192	983	0.20	1%
Tuesday	276	1,501	0.18	259	1,535	0.17	9%
Wednesday	287	1,570	0.18	190	1,112	0.17	7%
Thursday	207	1,168	0.18	142	901	0.16	12%
Friday	190	960	0.20	182	907	0.20	-1%
Saturday	61	323	0.19	72	391	0.18	3%
Total	1,282	6,848	0.19	1,080	6,043	0.18	5%

<u>Go Anywhere Current Month</u>				<u>Go Anywhere Previous Year</u>			
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Day of Week	Passengers	Revenue Miles	Pass/RM	Passengers	Revenue Miles	Pass/RM	Change Pass/RM
Sunday	0	0	0.00	0	0	0.00	0%
Monday	185	871	0.21	228	1,114	0.20	4%
Tuesday	229	1,284	0.18	224	1,189	0.19	-5%
Wednesday	248	1,234	0.20	183	935	0.20	3%
Thursday	139	725	0.19	150	782	0.19	0%
Friday	183	907	0.20	180	914	0.20	2%
Saturday	57	318	0.18	53	333	0.16	13%
Total	1,041	5,339	0.19	1,018	5,266	0.19	1%

*Please note: these numbers DO NOT include Fixed Route Service.

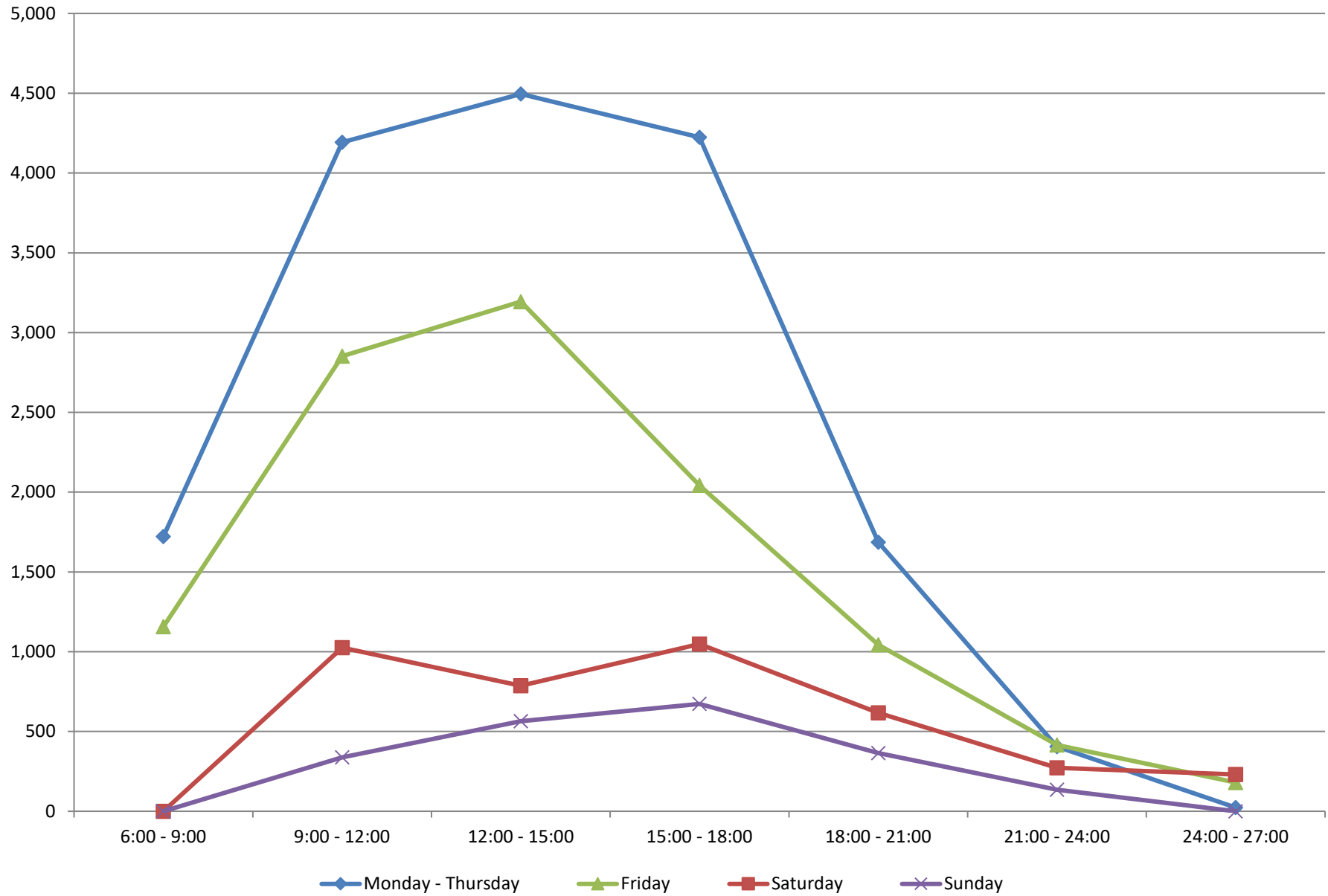
Average Ridership and Revenue Hours by Time of Day

All Fixed Routes

Month: November, 2022

	Time of Day	Avg Total Passengers	Average RH	Avg Pass. per RH
Monday - Thursday	6:00 - 9:00	1,721.82	44.14	39.01
	9:00 - 12:00	4,192.41	68.83	60.91
	12:00 - 15:00	4,495.35	68.88	65.27
	15:00 - 18:00	4,224.12	68.74	61.45
	18:00 - 21:00	1,686.18	37.75	44.66
	21:00 - 24:00	405.41	12.58	32.24
	24:00 - 27:00	23.21	2.25	10.32
Friday	6:00 - 9:00	1,156.75	42.68	27.11
	9:00 - 12:00	2,852.50	66.75	42.73
	12:00 - 15:00	3,194.25	66.67	47.91
	15:00 - 18:00	2,042.50	51.59	39.59
	18:00 - 21:00	1,043.75	33.90	30.79
	21:00 - 24:00	415.25	11.74	35.39
	24:00 - 27:00	180.33	6.14	29.37
Saturday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	1,025.00	19.20	53.39
	12:00 - 15:00	787.00	18.00	43.72
	15:00 - 18:00	1,048.00	20.69	50.66
	18:00 - 21:00	616.50	12.50	49.32
	21:00 - 24:00	272.75	5.38	50.74
	24:00 - 27:00	230.00	8.25	27.88
Sunday	6:00 - 9:00	0.00	0.00	0.00
	9:00 - 12:00	338.00	11.30	29.91
	12:00 - 15:00	565.25	14.25	39.67
	15:00 - 18:00	672.75	14.25	47.21
	18:00 - 21:00	365.00	8.50	42.94
	21:00 - 24:00	134.67	5.25	25.65
	24:00 - 27:00	0.00	0.00	0.00

Average Total Passengers by Time of Day, All Fixed Routes



Average Passengers per Revenue Hour by Time of Day, All Fixed Routes

